

## Third Party Administrator – Performance Report November 2010

Agenda Item 8.c.  
12/15/10 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	100%	309 of 309 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	309 of 309 total claims
Financial accuracy of claims paid (total dollars paid correctly out of an audited sample of payments).	99%	99.85%	\$99,702.62 of \$99,851.04 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.35%	307 of 309 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	309 of 309 claims audited
Disputed claims resolved within 30 calendar days	95%	N/A	0 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	N/A	0 appeals
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Pharmacy Dispensing*	Contracted Level	Level Met	Data Descriptions
Point-of-sale system availability.	99%	N/A	
Point-of-sale system response within three seconds.	99%	N/A	
Dispensing accuracy for mail order service.	99.9%	N/A	
Mail orders mailed within three business days.	98%	N/A	

\* Data reported quarterly. October through December data will be provided at the February Board meeting.

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	74%	627 of 847 calls answered within 30 seconds; average of 26 seconds
Subscriber issues resolved within the same business day.	90%	92.67%	594 of 641 issues
Maximum call abandonment rate.	5%	3.66%	31 of 847 calls
Maximum line busy rate.	3%	0%	0 busy out of 1124 calls
Voicemails answered within two business days.	90%	100%	1 of 1 voicemail
Subscriber complaints resolved within 30 calendar days.	95%	100%	641 of 641

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<b>Provider Technical Support</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	75%	429 of 571 calls answered within 30 seconds; average of 25 seconds
Provider issues resolved within the same business day.	90%	98.59%	489 of 496 issue calls
Maximum call abandonment rate.	5%	1.58%	9 of 571 calls
Maximum line busy rate.	3%	0%	0 of 633 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

<b>Subscriber Material Production and Distribution</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	808 of 808 ID cards; average of 2.04 days
ID card accuracy.	100%	100%	808 of 808 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	808 of 808 packets; average of 2.04 days

<b>Independent External Review (IER)</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

<b>Administrative Hearings</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests